

# Scope of Work

The [Southeast Virginia](#) Regional PSAP group requests the project management vendor conduct the following tasks:

## **Phase I**

1. Assess the ability of the PSAP's customer premise equipment (CPE) to support both the CAS and NCAS solution for wireless E-911 Phase I. Make recommendations for upgrade, if necessary.
2. Make initial contact with the 9-1-1 service provider (typically the LEC) and determine the readiness of the 9-1-1 selective router and ALI database.
3. Draft the Phase I request letters for each wireless service provider (WSP) doing business in the PSAP service area. Send copies of the requests to the 9-1-1 service provider and Wireless E-911 Services Board.
4. Draft a cost recovery funding request to the Wireless E-911 Services Board.
5. Coordinate review of service agreements or NDAs, if necessary.
6. Recommend appropriate number of wireless 9-1-1 trunks between the selective router and PSAP. Once the PSAP manager approves the quantity, coordinate ordering of the PSAP trunks.
7. Organize and facilitate (if necessary) an initial planning meeting between all stakeholders (PSAPs, 9-1-1 service providers, WSPs, CPE provider, etc.). The meeting should address service delivery method (CAS/NCAS), default and alternate routing, redundancy/reliability, ALI formats, cell sector naming conventions, identification of key contacts for each stakeholder, testing and cutover procedures, trouble reporting procedures, emergency notification procedures, and a schedule. A face-to-face meeting may not be necessary if the above information can be coordinated in other ways.
8. Coordinate the receipt and approval of cell sector address and routing information using maps and cell site listing provided by the WSP. This task will involve working with all PSAPs in the region and any PSAP that borders one of the regional PSAP to establish the proper routing for each cell site serving the region.
9. Manage the installation of the wireless 9-1-1 trunks and CPE upgrades needed in each PSAP to ensure that all work is completed within the six-month implementation window. Identify any delays and coordinate schedule changes with all stakeholders.
10. Manage the implementation of the Phase I service coordinating with all of the stakeholders.
11. Report the project status to the PSAP managers through weekly email messages clearly identifying any problems that could delay implementation.
12. Report project status to the Wireless E-911 Services Board on a monthly basis in an approved format.
13. Coordinate/provide training on Phase I call processing for the PSAPs.
14. Coordinate Phase I testing and cutover.
15. Assist PSAP in the preparation of true-up documentation.

## Phase II

1. Assess PSAP readiness for Phase II and recommend upgrades as necessary. This assessment should include a determination of readiness as defined in the FCC order as well as a practical assessment of how the PSAPs utilize the longitude and latitude to locate a caller.
2. Make initial contact with the 9-1-1 service provider and determine the readiness of the 9-1-1 selective router and ALI database.
3. Draft the Phase II request letters for each wireless service provider (WSP) doing business in the PSAP service area. Send copies of the requests to the 9-1-1 service provider and Wireless E-911 Services Board.
4. Draft a cost recovery funding request to the Wireless E-911 Services Board.
5. Coordinate review of service agreements or NDAs, if necessary.
6. Identify the Phase II technology solution (TDOA, EOTD, AGPS, etc.) for each WSP and any technical issues that must be addressed with each WSP in order to implement Phase II service.
7. Confirm the new ALI format with the 9-1-1 service provider and PSAP manager and coordinate implementation with all affected systems (CAD, CPE, etc.).
8. Determine if coordinate based routing is available and coordinate approval of routing information.
9. Manage the installation of the PSAP upgrades needed in each PSAP to ensure that all work is completed within the six-month implementation window. Identify any delays and coordinate schedule changes with all stakeholders.
10. Manage the implementation of the Phase II service coordinating with all of the stakeholders.
11. Report the project status to the PSAP managers through weekly email messages clearly identifying any problems that could delay implementation.
12. Report project status to the Wireless E-911 Services Board on a monthly basis in an approved format.
13. Coordinate/provide training on Phase II call processing for the PSAPs.
14. Coordinate Phase II testing and cutover.
15. Assist PSAP in the preparation of true-up documentation.

Not all PSAPs in the region require all of the above tasks. The following matrix defines the tasks required for each PSAP:

### Phase I

PSAPs	Tasks														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
City of Emporia							X	X	X	X	X	X	X	X	X
City of Franklin							X	X	X	X	X	X	X	X	X
Southampton Co							X	X	X	X	X	X	X	X	X
Greenville Co	X			X	X		X	X	X	X	X	X	X	X	X
Sussex Co									X	X	X	X	X	X	X
Surry Co	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Isle of Wight Co															X

### Phase II

PSAPs	Tasks														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
City of Emporia	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
City of Franklin	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Southampton Co	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Greenville Co	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Sussex Co	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Surry Co	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Isle of Wight Co	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X